



# Appendix I

## Copies of Relay Brochures or Other Advertisements

# Washington CapTel<sup>®</sup>. Captioned Telephone!

*CapTel displays word-for-word captions of everything your friends, family, and loved ones say during your phone conversations.*

*Don't miss another word!*

*Washington CapTel Service is available at no cost to Washington residents through the Washington Relay.*

*You may qualify for free CapTel equipment through the Telecommunication Equipment Distribution (TED) Program.*

*Washington Relay also offers free outreach services upon request.*

*For more information about the CapTel Outreach program,*

■ call: **(425) 278-7560** (CapTel/Voice)  
*For TTY users please call through the Relay services.*

■ email: **askwashingtonrelay@dshs.wa.gov**

*For information about TED or how to apply for a CapTel phone,*

■ call: **(800) 422-7930** (TTY/Voice)

*“ Absolutely  
I'll be happy  
to pick up! ”*



**ODHH** Office of the Deaf  
and Hard of Hearing



**WASHINGTON  
RELAY**

[www.washingtonrelay.com](http://www.washingtonrelay.com)





**WASHINGTON**  
RELAY



*Washington State*  
Department of Social  
& Health Services

*For more information*

**1-877-217-7006**

**CapTelWashington.com**

**ODHH** Office of the Deaf  
and Hard of Hearing



Final Visual

Sales Rep:

SJ

- 02/10/2012 - 4:19:31 PM - 339500.5994

CP SIDE 1

# Having trouble hearing on the phone?



Apply for Your Phone Today! Call 1-800-422-7930 (V/TTY)  
Visit <http://odhh.dshs.wa.gov>

## The TED Program may be able to help.

The Telecommunication Equipment Distribution (TED) program distributes specialized telecommunication equipment to Washington Residents who are deaf, hard of hearing, deaf-blind, or speech disabled.

With your TED phone, you can call Washington Relay and make a convenient call to family and friends! See other side for more info about Washington Relay.



Turn  
over  
for more  
information

www.valpak.com There are more savings online for you™

© Valpak®, 2/2012.

Advertise with Valpak of Southwest Washington, (360) 464-9968 339500.5994

**THIS IS A FINAL VISUAL OF YOUR AD. COLORS DISPLAYED HERE WILL NOT MATCH THE PRINTED AD EXACTLY.**  
This is not an opportunity to make changes. Thank you for choosing Valpak® Direct Marketing Systems, Inc. ("Valpak®").





Final Visual

Sales Rep:

SJ

- 02/10/2012 - 4:19:31 PM - 339500.5994

CP SIDE 2

## Need assistance processing phone calls?



Apply for Your Phone Today! Call 1-800-422-7930 (V/TTY)  
Visit [www.washingtonrelay.com](http://www.washingtonrelay.com)

**The Washington Relay  
Service can help you make  
a convenient connection.**

Washington Relay is a free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal communication access to the telephone service for people who are deaf, deaf-blind, hard of hearing and speech disabled.



**THIS IS A FINAL VISUAL OF YOUR AD. COLORS DISPLAYED HERE WILL NOT MATCH THE PRINTED AD EXACTLY.**  
This is not an opportunity to make changes. Thank you for choosing Valpak® Direct Marketing Systems, Inc. ("Valpak®").



# Sound Waves

Volume 19, Issue 4

A quarterly publication of the Hearing Loss Association of Washington

Summer 2012

## Need Assistance Processing Phone Calls?



The Washington Relay Service can help you make a convenient connection.

Washington Relay is a free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH) ensuring equal communication access to the telephone service for people who are deaf, deaf-blind, hard of hearing and speech disabled.



**For More Information:**

**Call 1-800-422-7930 (V/TTY) Visit [www.washingtonrelay.com](http://www.washingtonrelay.com)**



# WASHINGTON RELAY

Keeping deaf,  
hard-of-hearing, deaf-blind,  
and speech-disabled people  
in the loop.



ODHH Office of the Deaf  
and Hard of Hearing



# Washington Relay

## What is it?

Washington Relay is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, or have a speech disability.

- ◀ Washington Relay allows text-telephone (TTY) users to communicate with standard telephone users through specially trained Relay Operators (ROs).
- ◀ Users can make calls to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.
- ◀ All calls are strictly confidential and no records of any conversations are maintained.
- ◀ Administered by the Washington State Office of the Deaf and Hard of Hearing and delivered by Sprint Relay, a contracted telecommunications relay service provider.



# Washington Relay

## Important Information



### Emergencies

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.



### Directory Assistance

If a TTY user makes a Directory Assistance (DA) request, the Relay Operator will connect to a DA operator. After obtaining the number, the caller may choose to place the call through Washington Relay or dial it directly TTY to TTY.



### TTY Public Payphones

A Federal Communications Commission (FCC) order states:

- ◀ all local calls from TTY payphones are free of charge.
- ◀ toll calls can be billed through calling cards and prepaid cards.



### Billing Preference

There is no charge for using Washington Relay to make local calls. Long distance rates are determined by the carrier you choose. Washington Relay gives you several billing options for long distance or international calls. If you select Sprint as your long distance carrier, you receive a reduced long-distance rate. Remember to tell the RO your billing choice:

- ◀ Direct
- ◀ Prepaid phone card
- ◀ Third party
- ◀ Collect
- ◀ Calling card



### Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. Washington Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you have.



## TTY Relay

711 or 800.833.6388 (TTY)

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay Operator (RO), who then reads the typed conversation to a hearing person. The RO relays the hearing person's spoken words by typing them back to the TTY user.

Hearing users can easily initiate calls to TTY users. The RO types the hearing person's spoken words to the TTY user and reads back the typed replies.

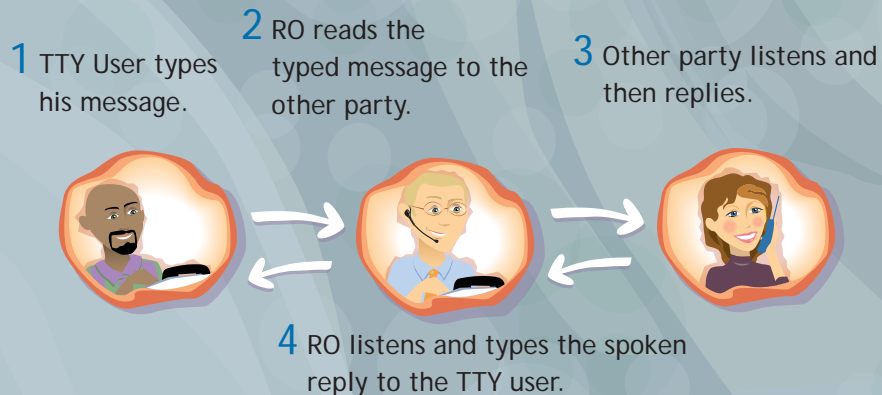
1 Dial 7-1-1 or direct dial 1-800-833-6384 (voice).

2 You will hear, "Washington Relay RO (number). May I have the number you wish to call, please?"

3 Give the RO the area code and telephone number.

4 The RO will process the call.

Be sure to speak directly to the person you've called. Avoid saying "tell him" or "tell her," and say "GA" or "Go Ahead" at the end of your response.



## Hearing Carry-Over

800.833.6388

- ◀ HCO allows people who can hear on the phone but have a speech disability to listen directly to the other party.
- ◀ The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.
- ◀ HCO to TTY. The HCO user listens while the RO voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.
- ◀ HCO to HCO. HCO users may contact other HCO users through Washington Relay. The RO will voice to both parties what is typed on each user's TTY.

### When listening

Speech-disabled user listens to the voice of the other party.

### When communicating

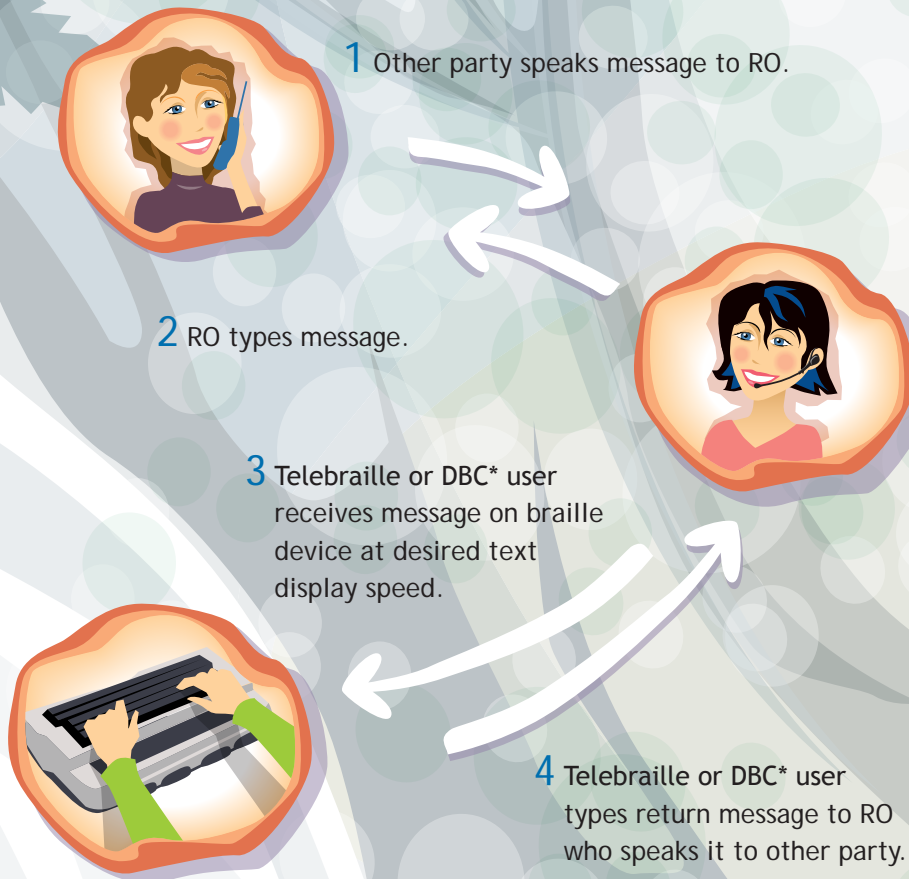
Speech-disabled user types her message.



## Telebraille

800.833.6385

Relay users who are deaf-blind can read via Braille at whatever pace is comfortable to them. Users can request increased or decreased text display in increments of 5 words per minute.

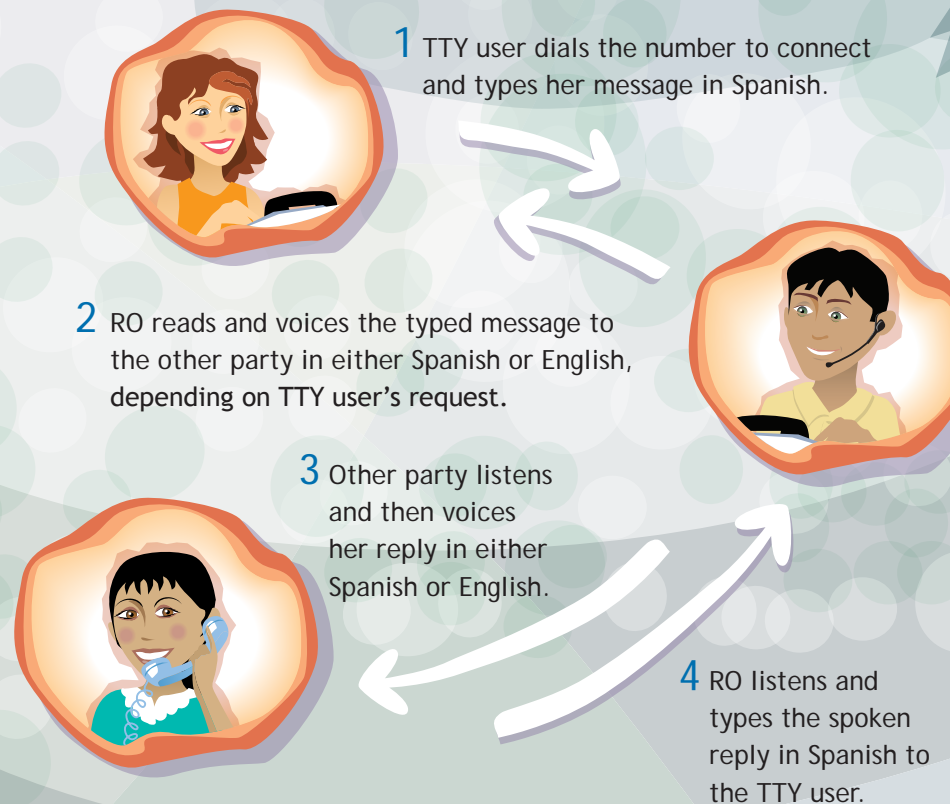


\*Deaf-Blind Communicator

## Spanish Relay

877.833.6398 (voice)  
or 877.833.6399 (TTY)

TTY users can type in Spanish and the conversation will be relayed in Spanish. TTY users can also request Spanish to English or English to Spanish translation via relay.



## International Calls

Washington Relay allows you to place and receive calls to and from anywhere in the world in English or Spanish. Callers from a country outside the US may also access Washington Relay by dialing 1-605-224-1837.



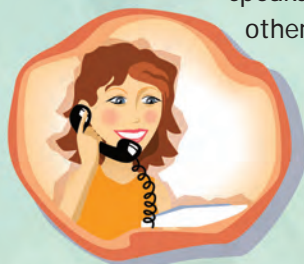
## Voice Carry-Over

800.833.6386

Voice Carry Over (VCO) allows individuals with significant hearing loss to use their own voice to speak directly to hearing people and read text from the other caller. When a hearing person speaks to you, an RO serves as your “ears” and types everything said to your TTY or VCO phone.

### When listening

Hard-of-hearing user reads the typed response.



RO listens and types the other party's response to the hard-of-hearing user.

### When talking

Hard-of-hearing user speaks directly to the other party.



Other party listens and voices his response to RO.

## Captioned Telephone (CapTel®)

- Provided free of charge\* through Washington Relay
- Simultaneously hear your caller's voice and see captions of everything said to you
- Dial phone numbers directly
- Enjoy natural phone conversations
- A CapTel phone is required to use this service
  - bright easy-to-read display
  - functions as a traditional phone so everyone can use it
  - learn more about phone eligibility information online at: <http://www.captel.com/availability/WA.php>

\*CapTel users are responsible for their own long distance charges.

### Behind the Scene

1 The CapTel Operator listens and transcribes your caller's speech into written text.



Both callers can speak and hear at the same time.



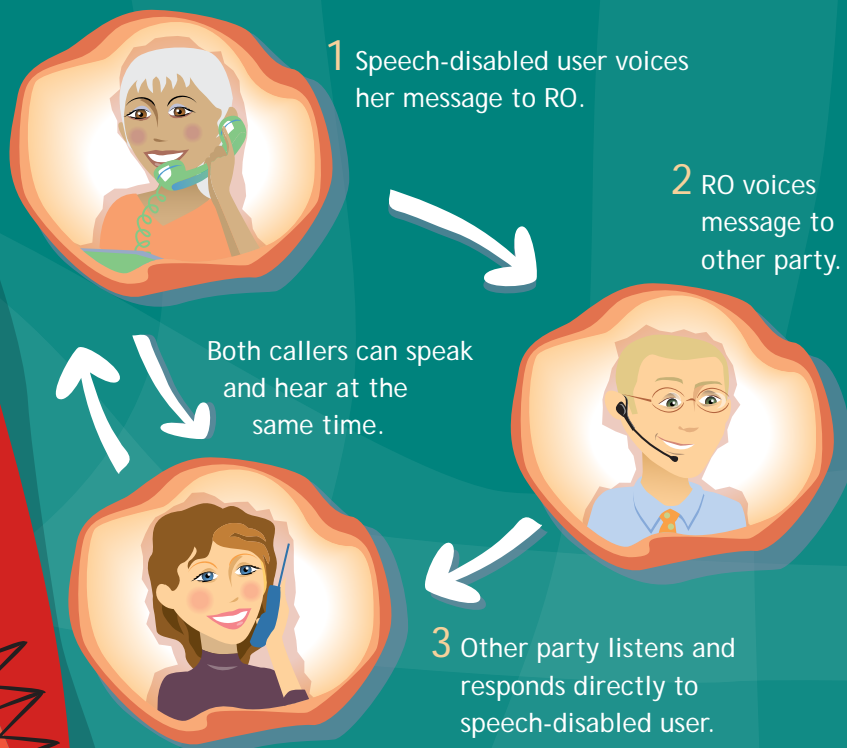
2 CapTel user reads word-for-word display in easy-to-read window.

"To reach a CapTel User, family and friends can dial 877-243-2823 and listen to the recording instructions then enter the party's 10-digit number to connect your call."

# Speech-to-Speech

877.833.6341

- A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- STS calls can be made:
  - by anyone/to anyone with a speech disability
  - by people/to people who use a TTY
- Specially trained Relay Operators serve as the speech-disabled user's voice. They listen and repeat the speech-disabled user's dialogue to the called party.
- Sprint's unparalleled equipment and exceptional STS RO training ensure that speech-disabled users will be heard and understood.



# Internet Relay

Fast and easy! Users need a computer, web browser, a ten-digit number, and dial-up or high speed internet access.

- Per FCC\* mandate, all Internet relay users must register with a default IP relay provider to make or receive calls.
- Experienced, accurate operators
- Available 24 hours a day
- High-speed Internet not required
- No domestic long distance charges
- No TTY needed
- Easy call set up
- Reliable
- Language preferences
- Background color/text options
- Clean and crisp look
- Resizable window with split screen
- Simplified printing function
- Web browser options:
  - Internet Explorer 5.5 and higher
  - Netscape 6.1 and higher
  - Firefox 1.0
  - Safari
- Online help with access to live customer service

**Disclaimer:** Internet-based relay services are paid by the National Exchange Carrier Association (NECA). The Office of the Deaf and Hard of Hearing (ODHH) does not presently reimburse Internet-based relay providers. To view a list of internet-based IP and VRS providers, go to the following link:  
<http://www.dshs.wa.gov/hrsa/odhh/relserv.shtml>.

\*Federal Communications Commission



## IP Relay

Using AOL Instant Messenger (AIM®)  
and Google Talk™

- Per FCC\* mandate, all Internet relay users must register with a default IP relay provider to make or receive calls.
- Works on any computer and wireless device that uses AIM
- Just add your IP Relay provider to your Buddy List
- Spanish available - type ESPANOL
- Connect to live Customer Service - type - HELP
- No GA or SK needed
- Experienced, accurate operators
- Simple & easy to use
- Ten-digit number required

### Before the call is connected:

- 1 Add *your IP Relay provider* to your buddy list.
- 2 Double Click on *your IP Relay Provider*.
- 3 Type the *phone number* you wish to call.
- 4 Click *send* or *enter*.
- 5 Start your conversation ... no GA is needed.

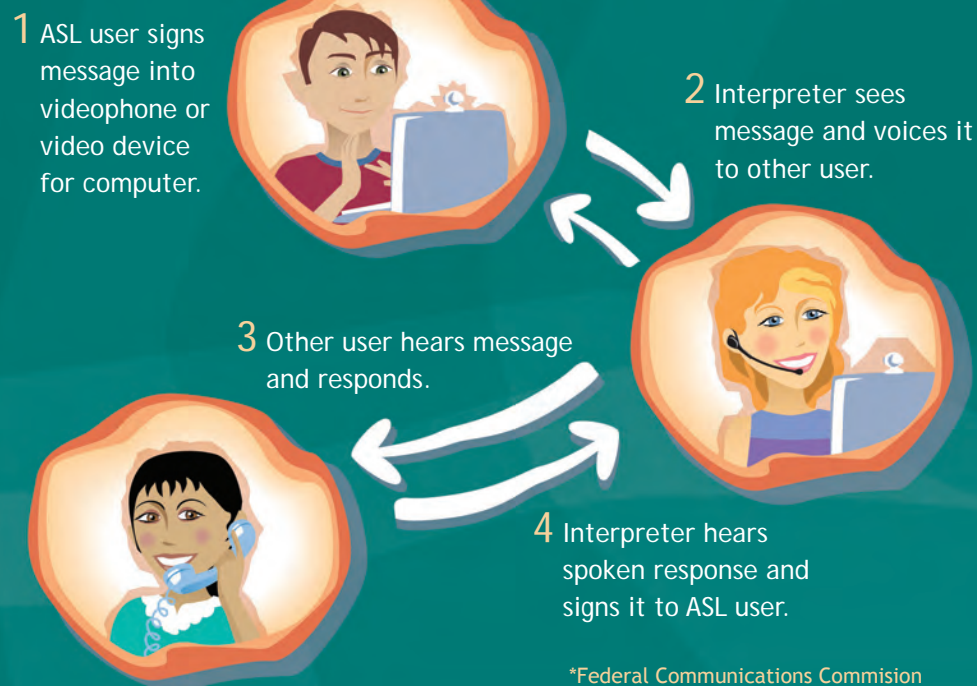
### After the call:

- 1 The relay operator will type in the *upper screen*.
- 2 You will type in the *lower screen*.



## Video Relay

- Per FCC\* mandate, all video users must register with a default VRS relay provider to make or receive calls.
- Access through a videophone or computer with a webcam
- Clear video resolution
- Available 24 hours a day
- Experienced Video Interpreters (VIs)
- VI available - minimal waiting
- No domestic long distance charges
- Online help with access to live customer service
- Works on any videophone or computer with a webcam and a 10-digit number.



## Outreach

### The Washington Relay Program Manager is available to:

- ♦ provide outreach services to the deaf, hard-of-hearing, deaf-blind and speech-disabled communities, as well as hearing civic groups and other organizations within Washington State.
- ♦ make presentations and distribute relay information in educational settings and at trade shows throughout Washington.
- ♦ conduct educational workshops and training sessions with deaf, hard-of-hearing, deaf-blind, speech-disabled and hearing communities in Washington.
- ♦ answer any questions, provide usage tips, and resolve relay-related issues.

To receive information or schedule a presentation, contact:

Steve Peck, TRS Program Manager  
Office of the Deaf and Hard of Hearing  
1115 Washington Street SE  
Olympia, WA 98504-5301  
360.902.8000 voice/tty  
360.902.0855 fax  
360.339.7382 vp  
pecksc@dshs.wa.gov email

**“Don’t Hang Up”**  
[www.washingtonrelay.com/hangup.html](http://www.washingtonrelay.com/hangup.html)

The goal of the “Don’t Hang Up” campaign is to decrease the frequency of hang-ups by businesses who are unfamiliar with Washington Relay. The campaign includes:

- ♦ Public service announcements
- ♦ Articles in business publications

If you have experienced a hang up, please contact the Program Manager, who will provide the business with information about Washington Relay.

Many people have found that changing the way their relay calls are announced reduces hang-ups.

Instead of saying, *“This is Washington Relay...”* ask the RO to begin, *“This is a customer of your business calling through Washington Relay,”* or, *“This is [Your Name] calling through Washington Relay.”*







[www.washingtonrelay.com](http://www.washingtonrelay.com)

**WASHINGTON  
RELAY**



**ODHH Office of the Deaf  
and Hard of Hearing**

Washington Relay service is currently provided by Sprint Relay.

## **NEED HELP?**

- Have your questions answered
- Receive assistance with a Relay call
- Make a complaint, suggestion or comment
- Request brochures, outreach materials, or presentations

Washington Relay  
Customer Service

TTY/Voice /ASCII **800.676.3777**

Servicio al Cliente de  
Washington Relay

tty/voz/ascii **800.676.4290**

email

[Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

# Helpful Tips for CapTel® Users:

## Dialing 9-1-1:

### For 1-Line CapTel 800 only

- 1 Verify that the red CAPTION light is on. If not, press the CAPTION button.
- 2 Pick up the handset and dial 9-1-1.
- 3 Follow instructions on display screen.
- 4 You may not be able to hear the 9-1-1 call taker, but you will be able to read instructions on the CapTel display screen.
- 5 Speak directly and the 9-1-1 call taker will hear everything you say.

## Dialing 9-1-1:

### For 2-Line CapTel 800 or CapTel 800i only

- 1 Verify that the red CAPTION light is on. If not, press the CAPTION button.
- 2 Pick up the handset and dial 9-1-1.
- 3 You may be able to hear the 9-1-1 call taker and read instructions on the CapTel display screen.

## Tell your callers you are reading captions:

- If you notice/hear that the other person has finished their turn speaking, and you are still waiting for the captions to be completed, you may want to simply say, "One moment, I'm reading the captions," to keep the conversation flowing.

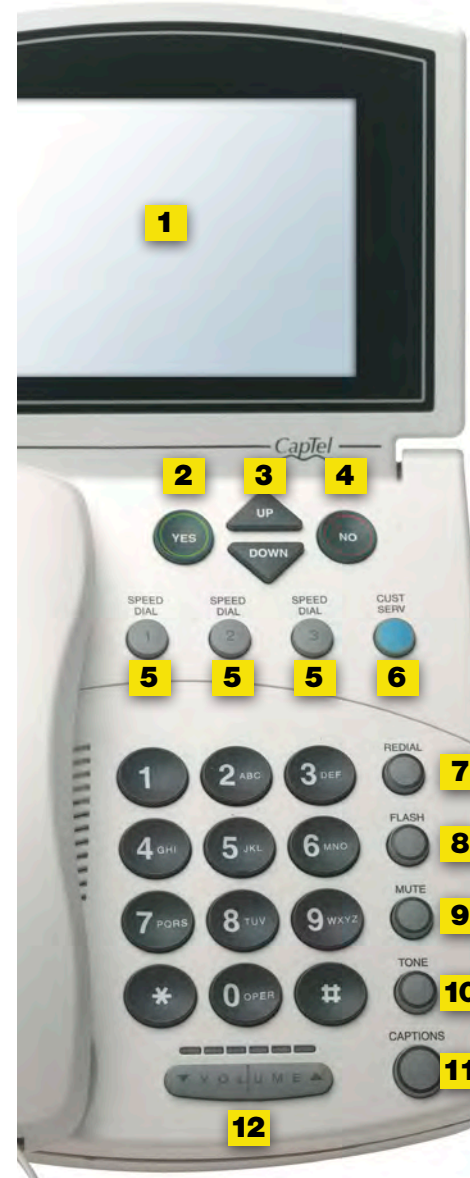
## Reading captions of your answering machine messages:

- 1 With the handset hung up, press the YES button to see Options.
- 2 Press the DOWN button repeatedly until Caption Answering Machine is highlighted.
- 3 Press the YES button to select.
- 4 Press the YES button again to accept.
- 5 Lift the handset, and place it next to your answering machine speaker. Make sure the mouth-piece of the handset is next to the speaker on your answering machine.
- 6 Once you see Ready to Caption the captioning service is connected. Press the "PLAY" button on your answering machine to play the messages aloud.

## You do not have to wait for the captions:

- Just like with any telephone conversation, you and the other person are free to interrupt each other at any time. You do not need to wait for the captions if you already understood what was said.

*CapTel is a registered trademark of Ultratec, Inc.*



# Captioned Telephone Cheat Sheet

- 1 **Display screen:** Shows captions, Caller ID, Phone Book entries and more.
- 2 **YES button:** Allows you to select items that are highlighted in the Options list, and respond "Yes" to questions or commands on the display screen.
- 3 **UP (Back) & DOWN (More) buttons:** Move up or down through items in the Options list and move through entries in the Phone Book or Call History. Also the **UP button** lets you go back to review captions that have already scrolled off the display screen. The **DOWN button** lets you scroll down through captions when reviewing calls.
- 4 **NO (Exit) button – 2 functions:**
  - (1) Respond "No" to questions or commands on the display screen.
  - (2) Exit out of the Options list.
- 5 **SPEED DIAL buttons:** Quickly dial up to three frequently-called phone numbers.
- 6 **CUSTOMER SERVICE button:** Automatically connects the CapTel customer help line. In an office, you may need to dial 9 first.
- 7 **REDIAL button:** Redial the last phone number called. To review/dial up to the last 10 numbers called, leave the handset down and press the button down.
- 8 **FLASH button:** Briefly interrupt the phone conversation without physically hanging up the phone.
- 9 **MUTE button:** Silence the sound from your end of the conversation.
- 10 **TONE button:** Adjust the quality of the handset sound to frequency range that works best for you.
- 11 **CAPTIONS button:** Turn captions on or off.
- 12 **VOLUME buttons:** Increase or decrease the sound volume by pressing up arrow button or down arrow button.

*If you have any questions or need additional information  
contact CapTel Customer Service:  
(888) 269-7477 (voice/TTY) or CapTel@CapTel.com  
www.captel.com*

*For more information:  
www.captel.com  
www.washingtonrelay.com*



# Making a call:

# Receiving a call:

# Troubleshooting:

\*More information can be found in the CapTel User manual.

## Making a call WITH captions:

- 1 Verify that the red CAPTION light is on. If not, press the CAPTION button to turn it on.
- 2 Pick up the handset.
- 3 Dial the number of the person you are calling.
- 4 Watch the display screen to make sure that the captioning service is being connected.
- 5 Begin your conversation and read captions in the CapTel display window.
- 6 When the conversation ends, simply hang up the handset. The Captioning Service will automatically disconnect.

## Making a call WITHOUT captions:

- 1 Press the CAPTION button to turn off the red light.
- 2 Pick up the handset.
- 3 Dial the number of the person you are calling.
- 4 Begin your conversation.
- 5 When the conversation ends, simply hang up the handset.

## Receiving a call WITH captions:

- 1 With 1-Line CapTel, your caller first dials the captioning service (1-877-243-2823) and then enters your phone number.
- 2 When your CapTel rings, the display lights up and flashes RING.
- 3 Pick up the handset and say “Hello.”
- 4 It will take a few seconds to automatically connect to the captioning service.
- 5 While being connected, you can inform the caller, “I am using a captioned telephone for this call. This allows me to both hear you and read captions of what you say. You may experience a slight delay before I respond while I read the captions.”
- 6 When the conversation ends, simply hang up the handset. The captioning service will automatically disconnect.

**NOTE: With 2-Line CapTel 800 or Internet-based CapTel 800i,** your callers just dial your phone number directly, they do not need to place the call through the captioning service.

## Receiving a call WITHOUT captions:

- 1 When your CapTel rings, the display lights up and flashes RING.
- 2 Press the CAPTION button to turn off the red light.
- 3 Pick up the handset and begin your conversation.
- 4 When the conversation ends, simply hang up the handset.

## The captions seem delayed:

- Delays may be due to the captionist inserting something like a proper name that cannot be transcribed accurately by the voice-to-text technology.
- Read helpful tips about handling the delay on the back of this cheat sheet.

## No power, no lights, no dial tone:

- The power supply may have been disrupted.
- Reset your CapTel telephone by unplugging the power adapter from the wall.
- Wait one minute, then plug the adapter back in.
- Verify that the power is not controlled by a light switch.

## Errors in the captions:

- The captionist uses voice-recognition technology so word errors sometimes occur between words that sound alike such as “writing” and “riding.”
- It may be difficult for the captionist to hear due to background noise or mumbling. If you cannot understand, ask the caller to clarify or repeat.

## A word in brackets, such as

### <thanks>:

- When words have been corrected by the captionist, they will show up within brackets.

## The handset volume is not loud enough:

- Press the VOLUME UP button (see #12 on the front cover).
- Press the TONE button to make sure it is set to the best level for you. (see #10 on the front cover).

## I hear my own voice echoing on the line:

- Try holding the mouthpiece slightly away from your face.
- Make sure that the earpiece is held closely to your ear.

## No captions on the CapTel screen:

- Check power connections and phone or internet cables.
- Check the CAPTION button to see if the red light is still on.
- Check to see if the hook for the phone handset is stuck.



Can you justify hanging up on  
**600,000**  
potential clients?

I am **45 years** old.

I am a **tax-payer**.

I work in the public sector.

**I am deaf** and rely on **Washington Relay** to process my phone calls.

However, some government employees continue to hang up on me.



## we are your clients.

There are thousands of people like us who are deaf, hard of hearing, deaf-blind and speech disabled calling government workers like you every day. When we call, often people hang up on us because they are not aware of the process we use to communicate via telephone. When you hear an operator say, **“This is a Washington Relay call”** it means someone who is deaf, hard of hearing, deaf-blind or speech disabled is calling you. So the next time you or one of your employees get a call like this, remember that you’re not talking to a telemarketer. **If you hang up on us, you are hanging up on a person that depends on assistance or help from your agency.**



# WASHINGTON RELAY

**Office of the Deaf and Hard of Hearing**

PO Box 45301 • Olympia, WA 98504

800.422.7930 (Voice and TTY)

Sprint Customer Service 800.676.3777 (Voice and TTY)

PRSRT STD  
US POSTAGE  
PAID  
OLYMPIA WA  
PERMIT NO. 256

For more information, please go to

[www.washingtonrelay.com/hangup.htm](http://www.washingtonrelay.com/hangup.htm)





Can you afford to hang up on  
**28 million**  
potential customers?

I am **35 years** old.

I make **\$48,000** per year.

I have no hang-ups with spending it.

I like to dine out and travel.

**I am deaf** and rely on **Washington Relay** to process my phone calls.

However, some restaurants and hotels hang up on me.



## we are your customers.

There are millions of people like us who are deaf, hard of hearing, deaf-blind and speech disabled calling businesses like yours everyday. Often we are hung up on because people are simply not aware of the process we use to communicate via telephone. Whenever you hear an operator say, **“this is a Washington Relay call”** it means someone who is deaf, hard of hearing, deaf-blind or speech disabled is calling you. So the next time you or one of your employees get a call like this, remember that you’re not talking to a telemarketer, you are talking to another customer. **Because if you hang up on us, you are hanging up on potential customers who would like to do business with you.**



# WASHINGTON RELAY

**Office of the Deaf and Hard of Hearing**

PO Box 45301 • Olympia, WA 98504

800.422.7930 (Voice and TTY)

Sprint Customer Service 800.676.3777 (Voice and TTY)

PRSRT STD  
US POSTAGE  
PAID  
OLYMPIA WA  
PERMIT NO. 256

For more information, please go to

[www.washingtonrelay.com/hangup.htm](http://www.washingtonrelay.com/hangup.htm)

# Speech-to-Speech (STS) 1-877-833-6341

Connecting people to people...  
One call at a time.

## Communication solutions for people with speech disabilities

- Specially trained Relay Operators serve as the speech disabled user's voice and repeat their responses to the called party.
- Washington Relay's unparalleled equipment and exceptional STS Operator training ensure that speech-disabled users will be heard and understood.
- Available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.
- Washington Relay can permanently establish your call as Speech-to-Speech. This is called "branding."

## How do I place a Speech-to-Speech call?

1. Dial Washington Relay at: **7-1-1** or **877-833-6341**.
2. You will hear, "Washington Speech-to-Speech Operator (number). May I have the number you are calling, please?"
3. Voice the area code and telephone number of the party you want to call.
4. The Relay Operator will say, "Caller, you may go ahead," to you as your cue to speak directly to your party. The Relay Operator will voice what you have said. There may be instances when you will be asked to repeat your message to ensure that it is conveyed correctly. Remember to say, "Go ahead", when you are ready for the other person to respond.

For further assistance with Speech-to-Speech, call Washington Relay 24-hour Customer Service at **1-800-676-3777**.



**[www.washingtonrelay.com](http://www.washingtonrelay.com)**

- Service Information • Newsletter
- Helpful Documents

**Speech-to-Speech (STS) 1-877-833-6341**

Speech-to-Speech is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.



# Washington CapTel®.

## ¡Teléfono con Subtítulos!

*CapTel muestra palabra por palabra en subtítulos todo lo que sus amigos, familia y seres queridos dicen durante sus conversaciones telefónicas. ¡Capte cada palabra!*

*El Servicio de Washington CapTel está disponible sin costo a residentes del estado de Washington por medio de Washington Relay.*

*Puede calificar para recibir el equipo de CapTel gratuito por medio del Programa de Distribución de Equipo de Telecomunicaciones (TED).*

*Washington Relay también ofrece alcance comunitario gratuito al pedido.*

*Para más información sobre el programa de alcance comunitario de CapTel,*

■ **llame: (425) 278-7560** (CapTel/Voz).

*Para usuarios de TTY llame a través de servicios de retransmisión (Relay).*

■ **email: [askwashingtonrelay@dshs.wa.gov](mailto:askwashingtonrelay@dshs.wa.gov)**

*Para más información sobre TED o como aplicar para un teléfono CapTel,*

■ **llame: (800) 422-7930** (TTY/Voz)

**“ ¡Absolutamente!  
Con gusto pasaré  
a recogerlo. ”**



**ODHH** Office of the Deaf  
and Hard of Hearing



**WASHINGTON  
RELAY**

[www.washingtonrelay.com](http://www.washingtonrelay.com)



“ What? Can you repeat that, please? ”

### Do you...

- ▶ have difficulty hearing on the phone?
- ▶ misunderstand conversations?

### Have you...

- ▶ said, "I'm sorry. I can't hear you?"
- ▶ been dependent on others to help you with phone calls?



If you answered **YES**, we've got the solution for you. Washington Relay Captioned Telephone Service allows you to **LISTEN** and **READ** captions of what the other person says.

### How CapTel Service Works



### Need a specialized telephone?

The Telecommunication Equipment Distribution (TED) Program provides equipment such as TTYs (text-telephones), TTYs with braille display or large visual display, CapTel telephones, Voice Carry-Over (VCO) phones, amplified telephones, hands-free dialing equipment, and telephone signaling devices to eligible deaf, deaf-blind, hard of hearing and speech disabled persons.

For information about Telecommunication Equipment Distribution (TED), please visit [odhh.dshs.wa.gov/hrsa/odhh/ted.shtml](http://odhh.dshs.wa.gov/hrsa/odhh/ted.shtml)

Or call the TED Program Manager at:

Toll-free: **(800) 422-7930**

Voice/TTY: **(360) 902-8000**

### Customer Service

Washington Relay Customer Service is available to answer any questions, to provide presentations or workshops, or to receive customer suggestions, comments or complaints.

- ▶ 800-676-3777 (TTY/Voice)
- ▶ 800-676-4290 (TTY/Voz - Español)
- ▶ [askwashingtonrelay@dshs.wa.gov](mailto:askwashingtonrelay@dshs.wa.gov) (Email)
- ▶ [www.washingtonrelay.com](http://www.washingtonrelay.com) (Website)



CapTel is a registered trademark of Ultratec, Inc.

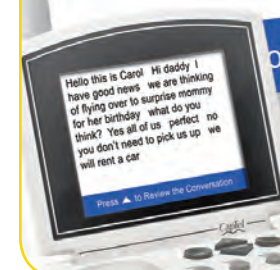


*Do you struggle with understanding others on the phone?*

*We've got a solution for you!*

## Free Washington Relay Service for People with Hearing Loss




Hello this is Carol Hi daddy have good news we are thinking of flying over to surprise mommy for her birthday what do you think? Yes all of us perfect no you don't need to pick us up we will rent a car





## Which solution is best for you?

Below is a comparison chart of phone options - so you can decide which one is right for you.

	 CapTel 800	 Clarity XL45	 Clarity XL50
Lines on display screen	Up to 15 lines of text	N/A	N/A
Spanish available	Yes	N/A	N/A
Phone services available	Analog	Analog	Analog
Ability to save displayed text	Yes	No	No
Ability to dial a CapTel user directly	1-line - No 2-line - Yes	N/A	N/A
Ability to adjust font size	Yes - up to 30 point font size	No	No
Handset amplification	Up to 40dB	Up to 50dB	Up to 60dB
Works with ALDs (headsets, neckloops, etc.)	Yes	Yes	Yes
Ability to caption voice mail & answering machine messages	Yes	No	No
Requires relay service to process calls	Yes	No	No

## CapTel® 800

### CapTel 800 benefits:

- ▶ Adjustable font size and color
- ▶ One-touch button to reach customer service
- ▶ No internet line required (requires an analog line or a DSL line with a filter)
- ▶ All outbound calls are automatically captioned
- ▶ All inbound callers must dial 877-243-2823 first \*

\* 2-Line CapTel exempt



### To obtain a CapTel 800 phone

- ▶ [odhh.dshs.wa.gov/hrsa/odhh/ted.shtml](http://odhh.dshs.wa.gov/hrsa/odhh/ted.shtml)

Washington residents may apply and receive a CapTel 800 phone through the WA state Telecommunications Equipment Distribution (TED) program.



Federal CapTel®  
[www.federalrelay.us/captel](http://www.federalrelay.us/captel)



Are you a federal employee?

You may be qualified for the Federal CapTel Service.

- ▶ If you are a federal employee, Federal CapTel is accessible domestically from work, home, or while travelling in the continental USA.
- ▶ No domestic toll (long distance) charge for calls made anywhere in the United States.
- ▶ Depending on your federal status, several options are available to order a CapTel phone at [www.federalrelay.us/captel](http://www.federalrelay.us/captel)



## Using 911 with CapTel Service

### One-Line CapTel phone

- ▶ Emergency 911 calls are not captioned because the call is not routed through the CapTel Captioning Service.
- ▶ To have captioning on a 911 call, you must manually set the CapTel phone to Voice Carry Over (VCO) mode to process calls to 911.
- ▶ For more information using CapTel with 911, visit [www.captel.com/911.php](http://www.captel.com/911.php)



### Are you...

- ... tired of hearing, "what?, I can't understand you!"
- ... tired of depending on others to help you with phone calls?

### Have you...

- ... experienced somebody who rudely hangs up on you?
- ... experienced misunderstandings due to your speech disability?

If any of your answers are **YES**, we have the perfect solution for you – **Washington Relay Speech-to-Speech (STS)**.

### Personal Customer Profile

Washington Relay offers unique Customer Profile specifically designated for STS users. With Washington Relay system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

For more information and to request the customer profile, call STS Customer Service at **877-787-1989** or email: **[Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)**.

### STS Service Hours

- 24-hour-a-day free service.\*
  - \* STS users are responsible for their own long distance charges. There is no charge for using Washington Relay STS.
- Spanish STS is available upon request.  
Hours are 5 am to 7 pm Pacific time, every day.

### More Information

Learn more about Washintgon Relay STS, go to:  
**[www.washingtonrelay.com/services.html](http://www.washingtonrelay.com/services.html)**

If you would like further information about Washington Relay Service, send email to:  
**[askwashingtonrelay@dshs.wa.gov](mailto:askwashingtonrelay@dshs.wa.gov)**



WASHINGTON  
RELAY  
[washingtonrelay.com](http://washingtonrelay.com)

## Dial 7-1-1.

## Talk on the phone with ease and confidence.

## Washington Relay Speech-to-Speech!



BUSINESS REPLY MAIL  
FIRST-CLASS MAIL PERMIT NO 56 REDMOND CA

POSTAGE WILL BE PAID BY ADDRESSEE

WASHINGTON RELAY  
10545 WILLOWS RD NE  
REDMOND WA 98052-9961

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



## What is Washington Relay STS?

- A dedicated phone number for STS is **877-833-6341**.
- STS allows persons with a speech disability to voice their conversation. A specially-trained Washington Relay Operator repeats the words of the person with a speech disability or synthesizer output to the other person.
- The Relay Operator takes no action while the other caller talks to the STS user directly.
- No special equipment is required.
- Any person can call a STS user by dialing **7-1-1** (or **877-833-6341**) and then give the STS user's phone number to a relay operator.

## How does STS work?



- 1 The STS user talks to the other person while the specially trained Relay Operator listens.
- 2 If the other person does not understand, the relay operator revoices the STS user's comments to the other person.
- 3 The other person talks directly to the STS user.

## What is Voice Carry-Over STS

- A dedicated phone number for VCO STS is **855-245-5038**.
- A **new** service allows VCO users with hearing loss to be able to use their own voice directly to a hearing person.
- If the hearing person does not understand the VCO user, then the STS feature allows the STS Relay Operator to revoice the VCO user's conversation.
- VCO user can read the other person's response on a TTY screen which is typed by the relay operator.
- A TTY or VCO phone is required for this call type.

## How does VCO STS work?



- 1 A deaf/hard-of-hearing person (VCO STS user) talks directly to the other person while the specially trained relay operator listens.
- 2 If the other person does not understand, the STS Relay Operator revoices the conversation.
- 3 When the other person speaks, the STS Relay Operator types to the VCO STS user.

## Who is qualified for using the STS relay service?

- Washington residents must have a speech disability.
- Residents must have their own phone number to use STS service.
- A TTY or VCO phone is required only for Voice Carry-Over STS.

## How do I request a presentation?

If you would like a presentation, please fill out the form below and mail to us or send us an email [askwashingtonrelay@dshs.wa.gov](mailto:askwashingtonrelay@dshs.wa.gov).

### Yes, I am interested!

Please fill out this form and mail it to us.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

County (required): \_\_\_\_\_

Phone #: \_\_\_\_\_

☐ Home ☐ Office ☐ Cell

E-mail: \_\_\_\_\_

### Where did you get this brochure?

A Speech-to-Speech outreach specialist will contact you after receiving this form.

# Get Connected!

With Washington Relay

Get—and stay—connected to family, friends and co-workers.  
It has never been easier with Washington Relay.

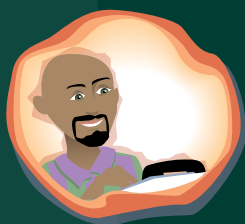
Washington Relay is a free service provided by Washington State Office of the Deaf and Hard of Hearing (ODHH) to ensure equal communication access to the telephone service for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

To use Washington Relay, simply dial 711 to connect with an operator. The operator will dial the requested number and relay the conversation between the two callers.

You'll never feel disconnected again!

## Example of Traditional Relay

1 TTY User types his message.



2 RO reads the typed message to the other party.



3 Other party listens and then replies.



4 RO listens and types the spoken reply to the TTY user.



VOICE 1.800.833.6384  
TTY 1.800.833.6388  
VCO 1.800.833.6386  
STS 1.877.833.6341  
HCO 1.800.833.6388  
TB 1.800.833.6385

CUSTOMER SERVICE (ENGLISH)  
1.800.676.3777  
CUSTOMER SERVICE (SPANISH)  
1.800.676.4290

[www.washingtonrelay.com](http://www.washingtonrelay.com)





# Appendix J

## Copy of Legislation Establishing WATRS

## RCW 43.20A.720

# Telecommunications devices and services for the hearing and speech impaired — Definitions.

Unless the context clearly requires otherwise, the definitions in this section apply throughout this section and RCW [43.20A.725](#).

(1) "Hearing impaired" means those persons who are certified to be deaf, deaf-blind, or hard of hearing, and those persons who are certified to have a hearing disability limiting their access to telecommunications.

(2) "Speech impaired" means persons who are certified to be unable to speak or who are certified to have a speech impairment limiting their access to telecommunications.

(3) "Department" means the department of social and health services.

(4) "Office" means the office of deaf and hard of hearing within the state department of social and health services.

[2001 c 210 § 1; 1992 c 144 § 2; 1990 c 89 § 2; 1987 c 304 § 2.]

## Notes:

**Legislative findings -- 1992 c 144:** "The legislature finds that the state of Washington has shown national leadership in providing telecommunications access for the hearing impaired and speech impaired communities. The legislature further finds that the federal Americans with Disabilities Act requires states to further enhance telecommunications access for disabled persons and that the state should be positioned to allow this service to be delivered with fairness, flexibility, and efficiency." [1992 c 144 § 1.]

**Severability -- 1992 c 144:** "If any provision of this act or its application to any person or circumstance is held invalid, the remainder of the act or the application of the provision to other persons or circumstances is not affected." [1992 c 144 § 6.]

**Legislative finding -- 1990 c 89:** "The legislature finds that provision of telecommunications devices and relay capability for hearing impaired persons is an effective and needed service which should be continued. The legislature further finds that the same devices and relay capability can serve and should be extended to serve speech impaired persons." [1990 c 89 § 1.]

**Legislative findings -- 1987 c 304:** "The legislature finds that it is more difficult for hearing impaired people to have access to the telecommunications system than hearing persons. It is imperative that hearing impaired people be able to reach government offices and health, human, and emergency services with the same ease as other taxpayers. Regulations to provide telecommunications devices for the deaf with a relay system will help ensure that the hearing impaired community has equal access to the public accommodations and telecommunications system in the state of Washington in accordance with chapter [49.60](#) RCW." [1987 c 304 § 1.]

**Relation to other telecommunications device systems -- 1987 c 304:** "Nothing in RCW [43.20A.725](#) and [43.20A.730](#) is inconsistent with any telecommunications device systems created by county legislative authorities under RCW [70.54.180](#). To the extent possible, the office, utilities and transportation commission, the TDD advisory committee, and any other persons or organizations implementing the provisions of RCW [43.20A.725](#) and [43.20A.730](#) will use the telecommunications devices already in place and work with county governments in ensuring that no duplication of services occurs." [1987 c 304 § 5.]

**Short title -- 1987 c 304:** "This act shall be known as the "Clyde Randolph Ketchum Act". " [1987 c 304 § 6.]



## **RCW 43.20A.725**

### **Telecommunications devices for the hearing and speech impaired — Program for provision of services and equipment — Telecommunications relay service excise tax — Rules.**

- (1) The department, through the sole authority of the office or its successor organization, shall maintain a program whereby an individual of school age or older who possesses a hearing or speech impairment is provided with telecommunications equipment, software, and/or peripheral devices, digital or otherwise, that is determined by the office to be necessary for such a person to access and use telecommunications transmission services effectively.

(2) The department, through the sole authority of the office or its successor organization, shall maintain a program where telecommunications relay services of a human or electronic nature will be provided to connect hearing impaired, deaf-blind, or speech impaired persons with persons who do not have a hearing or speech impairment. Such telecommunications relay services shall provide the ability for an individual who has a hearing or speech impairment to engage in voice, tactile, or visual communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech impairment to communicate using voice or visual communication services by wire or radio subject to subsection (4)(b) of this section.

(3) The telecommunications relay service and equipment distribution program may operate in such a manner as to provide communications transmission opportunities that are capable of incorporating new technologies that have demonstrated benefits consistent with the intent of this chapter and are in the best interests of the citizens of this state.

(4) The office shall administer and control the award of money to all parties incurring costs in implementing and maintaining telecommunications services, programs, equipment, and technical support services according to this section. The relay service contract shall be awarded to an individual company registered as a telecommunications company by the utilities and transportation commission, to a group of registered telecommunications companies, or to any other company or organization determined by the office as qualified to provide relay services, contingent upon that company or organization being approved as a registered telecommunications company prior to final contract approval. The relay system providers and telecommunications equipment vendors shall be selected on the basis of cost-effectiveness and utility to the greatest extent possible under the program and technical specifications established by the office.

(a) To the extent funds are available under the then-current rate and not otherwise held in reserve or required for other purposes authorized by this chapter, the office may award contracts for communications and related services and equipment for hearing impaired or speech impaired individuals accessing or receiving services provided by, or contracted for, the department to meet access obligations under Title 2 of the federal Americans with disabilities act or related federal regulations.

(b) The office shall perform its duties under this section with the goal of achieving functional

equivalency of access to and use of telecommunications services similar to the enjoyment of access to and use of such services experienced by an individual who does not have a hearing or speech impairment only to the extent that funds are available under the then-current rate and not otherwise held in reserve or required for other purposes authorized by this chapter.

(5) The program shall be funded by a telecommunications relay service (TRS) excise tax applied to each switched access line provided by the local exchange companies. The office shall determine, in consultation with the office's program advisory committee, the budget needed to fund the program on an annual basis, including both operational costs and a reasonable amount for capital improvements such as equipment upgrade and replacement. The budget proposed by the office, together with documentation and supporting materials, shall be submitted to the office of financial management for review and approval. The approved budget shall be given by the department in an annual budget to the department of revenue no later than March 1st prior to the beginning of the fiscal year. The department of revenue shall then determine the amount of telecommunications relay service excise tax to be placed on each switched access line and shall inform local exchange companies and the utilities and transportation commission of this amount no later than May 1st. The department of revenue shall determine the amount of telecommunications relay service excise tax to be collected in the following fiscal year by dividing the total of the program budget, as submitted by the office, by the total number of switched access lines in the prior calendar year, as reported to the department of revenue under chapter [82.14B](#) RCW, and shall not exercise any further oversight of the program under this subsection other than administering the collection of the telecommunications relay service excise tax as provided in RCW [82.72.010](#) through [82.72.090](#). The telecommunications relay service excise tax shall not exceed nineteen cents per month per access line. The telecommunications relay service excise tax shall be separately identified on each ratepayer's bill with the following statement: "Funds federal ADA requirement." All proceeds from the telecommunications relay service excise tax shall be put into a fund to be administered by the office through the department. "Switched access line" has the meaning provided in RCW [82.14B.020](#).

(6) The telecommunications relay service program and equipment vendors shall provide services and equipment consistent with the requirements of federal law for the operation of both interstate and intrastate telecommunications services for the hearing impaired or speech impaired. The department and the utilities and transportation commission shall be responsible for ensuring compliance with federal requirements and shall provide timely notice to the legislature of any legislation that may be required to accomplish compliance.

(7) The department shall adopt rules establishing eligibility criteria, ownership obligations, financial contributions, and a program for distribution to individuals requesting and receiving such telecommunications devices distributed by the office, and other rules necessary to administer programs and services consistent with this chapter.

- [2004 c 254 § 1; 2001 c 210 § 2; 1998 c 245 § 59; 1993 c 425 § 1; 1992 c 144 § 3; 1990 c 89 § 3; 1987 c 304 § 3.]

## Notes:

**Responsibility for collection of tax -- 2004 c 254:** "(1) The department of revenue is responsible for the administration and collection of telephone program excise taxes as provided in this act only with regard to telephone program excise taxes that are imposed on switched access lines for any time period occurring on or after July 1, 2004.

(2) The department of social and health services is responsible for the administration and collection of telephone program excise taxes as provided in this act only with regard to telephone program excise taxes that are imposed on switched access lines for the current year and the four preceding years which occurred prior to July 1, 2004." [2004 c 254 § 13.]

- **Implementation -- 2004 c 254:** "The secretary of the department of social and health services and the director of the department of revenue may take the necessary steps to ensure that this act is implemented on its effective date." [2004 c 254 § 15.]
- **Effective date -- 2004 c 254:** See note following RCW [82.72.010](#).
- **Effective date -- 1993 c 425:** "This act is necessary for the immediate preservation of the public peace, health, or safety, or support of the state government and its existing public institutions, and shall take effect immediately [May 15, 1993]." [1993 c 425 § 2.]
- **Legislative findings -- Severability -- 1992 c 144:** See notes following RCW [43.20A.720](#).
- **Legislative finding -- 1990 c 89:** See note following RCW [43.20A.720](#).